



ISSUE CLARIFICATION

NUMBER: 04-0901-039

DATE: September 1, 2001

TOPIC: Annual Provider Meetings

RELEVANT SECTIONS OF THE MANUAL: Section 4 and Section 5

AUDIENCE: First Steps Providers

ISSUE FOR CLARIFICATION: As the system continues to grow, the ability to communicate comprehensively and timely with enrolled providers has become problematic.

CLARIFICATION: Over the past several years the Bureau has worked diligently to improve communications with enrolled service providers. The use of the First Steps website to communicate, on a monthly basis, relevant information regarding policies and procedures has been somewhat successful. The First Steps magazine has been an additional vehicle for the dissemination of information. Despite these efforts, communication remains a serious obstacle to informed practice and compliance with policies and procedures.

Intake and ongoing service coordinators have been required to attend quarterly meetings for two years and this has improved the timeliness and consistency of program information. Based on this successful experience, the Bureau will institute mandatory meetings on a yearly basis for all remaining enrolled providers. The meetings will be held in each Division of Family and Children geographic region. There will be two meetings in each region to facilitate travel time. Providers may attend any meeting in any region but will be required to attend a minimum of one a year. Documentation of attendance must be submitted with the other required materials for continued enrollment. A question and answer document will be developed after each meeting and will be posted on the First steps website as an additional resource.

Please retain this Clarification in your Implementation/Practice Manual in the designated Section. If you have questions about this document, please contact your First Steps County Consultant.